

Hotelplan UK is a well-established and profitable family of travel and tour operating businesses with a strong tradition of excellence, quality and service. Each of our companies is incredibly passionate about its holidays, and our staff both in the UK and overseas are focussed to ensuring that we meet, indeed exceed, the expectations of our customers.

Our vision is 'creating amazing holiday experiences to be proud of'.

Your job will be: Resort Manager

Your Manager will be: Area Manager

What you will be doing;

- Attending pre-season briefing/training course and actively participate and deliver preseason training sessions if required.
- Meeting with local suppliers for lift pass, ski school and equipment hire to confirm purchasing and logistics.
- Meeting with excursion providers to arrange invoicing, excursion structure and requirements.
- Producing detailed inventories of all the staff accommodation
- Assisting with the completion of Resort and Property information reports, brochure accuracy checks, and building work reports.
- Preparing an Après ski and 'Excursion/Events' programme.
- Liaising with Health & Safety on property self-audits and excursion/event supplier audits.
- Creating and updating Welcome packs, information books and notice boards.
- Preparing, developing and hosting Christmas Parties for guests twice a week.
- Preparing and developing excursion guiding content, in order to enhance our guests' holiday experience.
- Ensuring the team provide guests with best advice, information and assistance.
- Accompanying guests to and from the airport.
- Presenting informative welcome meetings.
- Providing ski packs.
- Accompany guests on events/excursions and maintain involvement in guest activities.
- Ensuring that the guests receive all the components of the holiday they booked; i.e. travel arrangements, accommodation and optional extras.
- Handling any guest grievances and complaints effectively, whilst demonstrating courtesy, consideration and genuine kindness.
- Enhancing guests holiday by the sale of in resort optional extras such as excursions/events, evening events, maps guidebooks, and ski arrangements.
- Reporting any discrepancies within brochure/website and variants in resort.
- Encouraging guests to complete online questionnaires.
- Maximise sales and exceed targets set by promotion and marketing of in-resort extras.
- Setting up any new activities to increase resort sales.
- Instigating ongoing training as required within your team.
- Holding team meetings to ensure all staff are briefed on arrivals and maintaining motivation.
- Providing the Regional office and the UK Social Media and Marketing with snow reports, resort blogs, videos as requested.
- To provide information, reports and accounts in an efficient and timely manner.
- Ensure that notice boards and information books are maintained throughout the season.
- Preparing and control the preparation of a Mid-season Report, and End of Season analysis.
- Overseeing and organize the closing down of the resort.
- Controlling the staff accommodation detailing breakages or damages.
- Ensuring that all company property is correctly packed and stored.
- Ensuring that all invoices and bills have been reconciled with suppliers.

What type of person are we looking for;

- Customer service experience; showing dedication to offer our guests the most amazing holiday experience

- Enthusiastic, lively, sociable, friendly and a team player
- Experience in managing large teams
- IT experience of Microsoft Excel and Microsoft Word
- Previous seasonal experience (desirable)
- Flexible and adaptable approach to roles, responsibilities and working hours.

What's important to us: Our Company Values

- Be Passionate in everything we do
- Work together as a United team
- Be innovative embracing and driving change
- Trusted, open and honest
- Stand out and be distinctive

Your job description is written to describe the general content of expected duties of the role. It is not exclusive or exhaustive and you may be required to undertake other duties that are reasonable and relevant to the scope of the role as the business requires. We aim to review job descriptions regularly to ensure they are an accurate representation of your role. A job specific task list will be discussed with you at training/once in resort.